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ABSTRACT

This trainer's handbook is designed to be a desktop reference on the nature of training and the procedures involved in training preparation and provision. Part 1 covers the essential interaction skills required of trainers (maintaining leadership, creating learning associations, planning lessons, controlling training groups, analyzing trainees, and establishing credibility) and outlines the steps in handling resistance to training and in building environments that encourage changes in trainee behavior. The eight chapters of part 2 detail the steps in the process of planning and preparing for training: preparing a needs analysis, evaluating effectiveness as a trainer, researching subject matter, writing training programs, using alternatives to writing programs, using aids to training, using computer-based training and interactive videodisc instruction, and setting the physical environment. The following aspects of managing the training function are examined in part 3: managing the training department; dealing with special problems in training; marketing the training function; negotiating; and dealing with such training-related issues as the changing work force, high technology, and different styles of training. A list of training resources (major associations, business bookstores, media companies, 6 publications, an evaluation service, video resources, and 18 books) is appended. The chapter endnotes list 51 references. (MN)

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